

New Name For a "72-hour Special"

New Information

The name of the expedite title certificate process has been changed from "72-hour Special" to "*Rush Title*."

Procedures

Customers inquiring about the *Rush Title* must be informed that the processing time begins when the title application is received in the headquarters unit. All *Rush Title* applications must be mailed to the headquarters processing unit at:

Department of Motor Vehicles
Rush Title Special Processing - MS D238
2415 First Avenue
Sacramento, CA 95818

Customers should also be reminded to factor in appropriate mail delivery timeframes. Including mailing, the average *Rush Title* process takes 8-10 days.

Background

A *Rush Title* is an expedited title certificate process for an additional fee. This process can be used for the initial registration of a vehicle, transfer of ownership, or receipt of a duplicate title.

Under the old name *72-hour Special*, many customers had expectations of *receiving* the new title within 3 days of the postmark date. The 72-hour expedite process timeframe begins when the application is received in the headquarters processing unit; not from the postmarked mail date. The *Rush Title* process still means the application must be processed within 72-hours of receipt.

Distribution

Notification that this memo is available online, at www.dmv.ca.gov under Publications was made via e-mail alert in August 2009.

Contact

Call the DMV Customer Communications Section, at (916) 657-6560 for further clarification of this memo. Upon request, this document can be produced in Braille or large print.



JEAN SHIOMOTO, Deputy Director
Communication Programs Division